

NHS 111 111 (For 24hr advice)
Birmingham NHS walk-in centre

Lower Ground Floor, Boots the Chemist
66 High Street (opp Marks & Spencers)
Birmingham
West Midlands
B4 7TA

LOCAL WALK-IN CENTRE IS SITUATED AT BOOTS CHEMIST HIGH STREET BIRMINGHAM CITY CENTRE

Opening hours : Monday to Saturday 8am - 8pm
Sunday 11am - 5pm

Hospitals

| | |
|------------------------------|---------------|
| New Queen Elizabeth Hospital | 0121 371 2000 |
| Women's Hospital | 0121 472 1377 |
| Children's Hospital | 0121 333 9999 |

Local Pharmacies

| | |
|---------------|---------------|
| Jiggins Lane | 0121 475 1654 |
| Bartley Green | 0121 475 3425 |
| GR Pharmacy | 0121 475 2556 |

SHOULD THE PRACTICE NOT PROVIDE A SERVICE THAT IS REQUIRED PLEASE CONTACT;

BIRMINGHAM CROSS CITY CCG
BARTHOLOMEW HOUSE,
142 HAGLEY ROAD,
BIRMINGHAM B16 9TA.

TEL 0121 255 0700

Flu clinics will be announced during August - check your prescription request sheet for details OR poster in the surgery and local chemists.



Telephone : 0121 477 7272

Fax : 0121 478 4319

www.jigginslane.com

17 Jiggins Lane
Bartley Green
Birmingham B32 3LE



The Health Care Team

RECEPTION

Reception Manager Katie Moore, Senior Receptionist Sheila Homer, Receptionists Helen Murphy, Ursula Cosgrave, Debbie Evans, Tina McCaugherty, Administrator Carol Moncrieffe. The Receptionists are your link with the rest of the Practice. The more information you are able to give them the better they will be able to assist you. If you need to discuss anything privately please ask to be taken to a quiet room.

PRACTICE MANAGER - Jackie Shan

If you have any questions about administration or non medical aspects of your healthcare the Practice Manager may be able to help you.

PRACTICE NURSES & HEALTH CARE ASSISTANT

Sue Read- BSc (HONS) RGN RSCN FPCert AsthmaDip, DiabetesDip.

Sharon Cox- RGN AsthmaDip.

Jenny Quddus-Hughes- RGN

Donna Brookes - RGN

Louise Smith- HCA

Emma Wilde - Phlebotomist

The nursing team are available by appointment.

It may be appropriate to see the Nurse rather than the Doctor. If you are not sure ask at Reception.

The Nurses are available for:

- Contraceptive and sexual health advice
- Travel vaccinations & childhood immunisations
- Ear syringing
- Asthma checks
- Cervical smears
- High blood pressure reviews
- Weight and diet advice
- Minor injuries
- Dressings and removing stitches
- Help with stopping smoking
- Hormone replacement therapy advice
- They run heart disease and diabetic clinics.
- ECG's/ABPM



Your Practice Needs You!

As a teaching Practice we often need patients to consult with our students. If you are happy to help out please advise the Reception Staff.

CHAPERONES

The Practice has a policy of offering a chaperone during all intimate examinations. You have the right to ask for a chaperone at any time if the Doctor wishes to examine you.

CARERS

A carer is anyone of any age who regularly helps another person with everyday tasks or provides emotional and /or social support.

They can be parents, relatives, friends or neighbours. They may provide full or part-time care or share such care with others.

We are currently compiling a register of carers. if you are a carer please inform Reception. We need to identify all carers 'i.e.' those who care for people whether they are Patients of ours or not. The aim of the carers register is to ensure carers have easy access to information which will be of help and support to them.

DATA PROTECTION

We will ensure that information is protected at all times. However we are a teaching practice and so clinical information maybe shared with medical students. If do not want this to happen please tell the Receptionists.

SUGGESTIONS/COMPLAINTS

If you have any suggestions or complaints, please contact our reception manager..

All our Receptionists are trained to help with any problems or queries you may have when attending the Medical Centre. Please do not hesitate to ask for any assistance you may need.

Most issues can be resolved without you having to make a formal complaint. Try having an informal chat with your doctor or a member of staff first. A formal complaint takes time and minor issues are resolved quicker if you just speak to a person on sight. For example, if you have problems booking a GP appointment speak to the reception manager about it. If you are worried about something during your hospital outpatient appointment talk to one of the nurses or the clinic manager.

E-mail address: jackie.shan@nhs.net

FOI address: www.foi.nhs.uk

DISABLED ACCESS

There is easy access for wheelchairs, and a hearing loop system provided.



CHD/TIA CLINIC

This is a weekly clinic.

MINOR OPERATIONS

Joint injections are carried out at this Surgery. Please discuss this with your Doctor so that an appointment can be arranged if appropriate for other minor operations we can refer you to Woodgate Valley surgery.

SMOKING CESSATION

Local chemists offer this service

NEW PATIENTS

All newly registered patients will be asked to complete a lifestyle questionnaire and offered an appointment for a new patient health check. You are able to specify a preferred practitioner; however you must understand that an appointment with your preferred choice may depend on availability, appropriateness and reasonableness.

DOCTORS IN TRAINING

Most of the time there is a 'Registrar' Doctor attached to the Surgery. The Registrar is a fully qualified Doctor training to become a General Practitioner.

MEDICAL STUDENTS

We have medical students here to learn about our work. You will always be asked whether you are happy to have a student in the room when you see a Doctor. You will not upset anyone if you do not want a student to be present.



The Nurses are available for:

- New patient health checks
- Blood pressure checks
- Phlebotomists Louise Smith, Emma Wilde (blood test)

MEDICAL SECRETARIES

Gill Randell and Sara Burden. They provide a link between the patient, Doctor and hospital. They may need to contact you so please be sure that we have an up-to-date address and telephone number.

HEALTH VISITOR (0121 465 8360)

SUBSTANCE MISUSE TEAM

Have a regular clinic on a Tuesday.

SURGERIES - BY APPOINTMENT -

| | |
|---------------|------------------|
| Mon Wed Thurs | 9.00am - 12.00am |
| Tue Fri | 9.00am - 12.00am |
| Mon Wed | 3.30pm - 6.00pm |
| Tue | 1:30pm - 7.30pm |
| Thurs | CLOSED PM |
| Fri | 3.00pm - 5.30pm |

Doctors' exact working hours are available from reception. Please attend on time. If you arrive late, you may be asked to book another appointment.

URGENT APPOINTMENTS

We try to offer appointments within 24hours with the Doctor of your choice, but this may not be possible at short notice. A nurse may be able to deal with your problem. Please see the list of things they may be able to help you with.

RECEPTION HOURS

Reception is open: Monday to Friday 8.30am - 12.30 and 1.30 - 6.30pm except on Thursday when the surgery closes at 1.00pm
Reception is closed Mon/Tue/Wed/Fri between 12.30 and 1.30pm.
Reception is closed from 12:30 pm on Thursday.



OUT OF HOURS SERVICE – Ring NHS 111

This is for emergencies only. Ring the surgery number 0121 477 7272. Please have a pen and paper to record the telephone number for the Out of Hours service.

HOME VISITS- 0121 477 7272

If you can, please request visits before 10am and be prepared to give a few details. We appreciate it very much if you can get to the surgery rather than asking for a visit. If you are unwell, please tell the Receptionist and we will try not to make you wait.

Please note: We cannot carry out home visits outside our Practice area. If you are temporarily outside our Practice area and need a home visit, you will be asked to contact a local surgery to discuss your problem.

TELEPHONE ADVICE

If you need telephone advice from a Doctor the best time to ring is after 12:00 midday.

RESULTS OF TESTS

Please ring 0121 477 7272 between 2.00 - 3pm for the results.

You will be able to speak to one of our Staff.

REPEAT PRESCRIPTIONS

If you need regular prescriptions you will be given a repeat prescription computer list, if you don't have one, please ask for one. For reasons of safety and to avoid errors please put in requests for repeat prescriptions at Reception and not by telephone. They usually take 48 hours, but please ask if you need your prescription more urgently.

SERVICES AVAILABLE

BIRTH CONTROL / CONTRACEPTION

COMPLETELY confidential advice is available for ALL ages from all Doctors at the surgery and from Sister Quddus-Hughes. No special appointment is needed, except for the fitting of coils. (Please ask the Receptionist)



‘Morning After ‘(emergency) contraception can be supplied. The pill must be taken within 72 hours. The coil must be fitted within 5 days.

N.B. Contraception is also available to patients who are not registered with us.

ANTENATAL CLINIC

Friday morning. Appointments can be made with the Midwife.

DIABETIC CLINIC

Regular sessions run by Dr Chudley, Dr Ranjit and Sister Quddus-Hughes

IMMUNISATIONS

This is a weekly clinic: Tuesday 15:30 – 16:30 for children who attend school & Wednesdays from 1.30 to 3.00pm. We advise all children to be vaccinated against common childhood diseases.

For other routine immunisations e.g. Tetanus or for travelling abroad, please make an appointment with a Practice Nurse.

WELL BABY CLINIC

Wednesday 1.30-3.00pm.

Practice Nurse, Receptionists and Dr de Wildt. Includes appointments for 1st developmental checks and immunisations.

Drop-in for baby weighing and advice with health visitors is available at Woodgate Valley Medical Centre Wednesday 09:30 – 11:30am & Bartley Green Medical Centre Thursday 1.30 – 3.30pm . Health visitor telephone no is 0121 466 4770

CERVICAL SMEARS

This test detects disease of the neck of the womb, including changes that if untreated could lead to cancer. It could save your life. We strongly advise you have the test. If you are unsure when your next smear is due, please ask at Reception. Cervical smears are done in normal surgery by appointment with a Practice Nurse.

ASTHMA/COPD CLINIC

This is a weekly clinic.



WELCOME

Jiggins Lane Medical Centre.

This leaflet introduces you to us and the services we offer. We work as a team in order to provide a service that is of the highest possible quality as well as friendly, personal and strictly confidential. General Practitioners and Practice Nurses are happy to help you, as is our Health Visitor for the under-fives. There is also a NHS dentist & Pharmacy (both run independently) based in our building.

Why are you waiting?

Patients are asked to remember our appointment timetables are based around consultations lasting, at longest; ten minutes.

However, longer (double) appointments can be arranged, where appropriate - e.g. if you have more than one illness, or need a detailed physical examination or treatment.

If you think you might need longer with the doctor or nurse, then please inform the receptionist when booking.

OUT OF AREA REGISTRATIONS

This practice currently does not accept "out of area registrations". This means that we only register patients who live within our practice boundaries. Some patients may feel that this is unfair if they are for instance, healthy, do not visit the doctor often and wish to have appointments at a surgery near their place of work. However we would have to ensure that any such patients have a comprehensive service covering them if they are unwell and are unable to travel to us. At present NHS England are unable to ensure that such a service exists and to accept some patients who are healthy but not others who require more care would be discriminatory.

If you are registered with the practice and move outside our practice area, you will usually be asked to find another practice. Please discuss any change of address with the practice.



Patients Charter

1. As staff are required to treat patients with courtesy and respect, we also expect patients to treat all members of the Primary Health Care Team with courtesy and respect.
2. If you have an appointment do your best to keep it or cancel it in advance, the Practice takes missed appointments very seriously.
3. Inform us of any change of address or telephone number.
4. Take responsibility for your own health by following our advice on a healthy lifestyle and how to manage your illnesses (for example, by not smoking).
5. Request home visits where possible before 10am.
6. **Do not** smoke on the Practice site.

PRACTICE BOUNDARY/AREA





Jiggins Lane Medical Centre Charter
Professional Personalised Primary Care

1. *We will treat patients as individuals with courtesy and respect at all times, irrespective of ethnic origin, religious beliefs, personal attributes or the nature of their health problems.*
2. *We will involve patients in decisions about their care.*
3. *Patients will be seen by a Health Care Professional within 48 hours.*
4. *We will try to keep waiting times to a minimum and we will tell patients of any expected delays to their booked appointment time.*
5. *We will ensure that a Doctor can be easily contacted in case of emergency out of hours.*
6. *We will provide patients with a Practice leaflet.*
7. *The premises will be clean, comfortable and accessible, including facilities for the disabled.*
8. *We will offer patients a health check when joining the Practice.*
9. *We will ensure that CONFIDENTIALITY will be respected by ALL staff members.*
10. *Patients will have access to their medical records, subject to limitations within the law.*
11. *Patients will be allowed to choose whether to take part in medical student training.*
12. *We will reply promptly to any complaint.*
13. *This is a non-smoking Practice.*
14. *GP's and their staff throughout the country are subjected to verbal and physical assaults. The Partners at Jiggins Lane Medical Centre will immediately remove from the list any patients who abuse any member of Staff either verbally or physically.*



The Doctors at the Practice.

Dr Sylvia M Chudley (female)

MBChB Birmingham. 1979 FRCGP DCH M.Med

Dr Esther Oppenheim (female)

BSc MBBch Johannesburg 1976 MPH DFFP

Dr Gilles de Wildt (male)

MD Artsexamen Groningen 1981 MSc MRCGP

Dr Peter Arora (male)

MBBCh Wales 1995 DRCOG DFFP MRCGP

Dr Anjana Ranjit (female)

MBBS India 1996 MRCPCH DFFP MRCGP

Dr Samir Dawlatly (male)

MBChB Birmingham 2005 PhD PGCME MRCGP

Dr Elizabeth Bates (female)

MBChB Birmingham 2007

Dr Susan McKinnon (female)

BM BS Nottingham 2000

Dr David Stewart (male)

MBBS 2008 University of London

Dr Kate Corrigan (female)

MbChB Birmingham 2006 DRCOG DFSRH